





Mayor's Action Center
Service Level Attainment Compliance
April 2012

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Weeds (1,664)	Animal (1,631)	Trash (1,150)	Chuckhole (476)	Zoning Violation (259)	